

## Public Transportation Department

*Anchorage: Performance. Value. Results.*

### Mission

Serve Anchorage residents and visitors by providing public transportation that emphasizes quality, safety, cost effectiveness, and economic vitality.

### Core Services

- People Mover fixed route buses
- Share-a-Ride carpool and vanpool service
- AnchorRIDES service

### Accomplishment Goals

- Provide public transportation services which are safe, convenient, accessible and reliable
- Provide cost effective service
- Increase ridership

### Performance Measures

Progress in achieving goals shall be measured by

- Percent of trips that are on-time, total number of trips with insufficient capacity, and total number of passengers by-passed due to full trips. AnchorRIDES denials are those trips unable to be provided due to capacity issues.
- Local taxpayer cost per passenger trip, adjusted for CPI/U
- Percent change in system ridership

**Measure #1: Percent of trips that are on-time, and the number of trips with insufficient capacity including total passengers by-passed due to full trips or those AnchorRIDES trips unable to be provided due to insufficient capacity.**

	Total 2016	Total 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
<b>PEOPLE MOVER</b>						
% of trips on time*	86.1%	84.01%	81.46%	84.06%	84.67%	82.43%
Number of trips with insufficient capacity	4	10	0	0	2	0
Number of passengers bypassed	4 out of 3,450,261 Passengers	44 out of 3,241,290 Passengers	0 out of 771,106 Passengers	0 out of 863,730 Passengers	3 out of 830,860 Passengers	0 out of 788,210 Passengers
<b>ANCHORRIDES</b>						
% of trips on time **	91.6%	92.91%	92.7%	92%	94%	92%
System Trip Denials (capacity)	245	8	0	15	0	0
ADA Trip Denials (capacity)	9	3	0	0	0	0
Note Reference #		1	2	3		

\* On-Time = Trips within 5 minutes of scheduled time. Trips due to weather, construction, detours, and/or accidents.

\*\* Trips performed within 15 minutes from scheduled/negotiated pick-up time. Trips delayed due to weather, construction, detours, and/or accidents beyond AnchorRIDES control are exempted, and on-time percentage is recalculated.

Note 1: Following the 10/23/17 service change, technical and training issues resulted in a period of unreliable data collection. Actual on-time percentage may differ from what the data shows for Q4 2017.

Note 2: % of trips on time is currently unavailable for Q1 2018

Note 3: All system trip denials were a result of limited funding for the Eagle River Premium service.

**Measure #2: Cost per passenger, adjusted for CPI/U**

	2016	2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
CPI/U*	216.999	219.131	219.714	224.381		
<b>PEOPLE MOVER</b>						
Passenger trips	3,450,261	3,241,290	771,106	836,730	830,860	788,210
Annual Local Tax Supported Expenditures	\$17,553,790	\$17,744,985	\$5,505,338	\$3,459,921	\$5,280,050	\$5,942,814
Cost per Trip	\$5.10	\$6.46	\$7.14	\$4.14	\$6.35	\$7.54
Adjusted Cost per Trip for CPI^	\$4.99	\$6.33	\$7.05	\$4.00	\$6.14	\$7.31
<b>AnchorRIDES</b>						
Passenger trips**	167,212	147,158	32,972	32,440	29,398	31,229
Annual Local Tax Supported Expenditures	\$3,650,930	\$3,764,157	\$1,129,269	\$716,324	\$1,022,870	\$447,062
Cost per Trip	\$21.87	\$37.29	\$21.69	\$22.08	\$34.79	\$14.32
Adjusted Cost per Trip^	\$21.42	\$36.55	\$21.43	\$21.36	\$33.62	\$13.88
<b>VANPOOL</b>						
Passenger trips	194,636	184,668	52,057	49,895	50,092	49,705
Annual Tax Supported Expenditures	\$0	\$0	\$0	\$0	\$0	\$0
Adjusted Cost per Passenger	N/A	N/A	N/A	N/A	N/A	N/A
Note Reference #						

\* Consumer Price Index All-Urban Consumers (CPI/U) for Anchorage, AK is obtained from: [http://www.bls.gov/eag/eag.ak\\_anchorage\\_msa.htm](http://www.bls.gov/eag/eag.ak_anchorage_msa.htm). The most recent CPI/U is used when the current quarter's CPI/U is not yet available.

\*\*Revenue Passenger Trips (excludes Personal Care Attendants)

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## Customer Services/AnchorRIDES Division Public Transportation Department

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### Purpose

Provide information about and support of riding the various public transportation choices, enabling and ensuring equitable access to the systems.

### Direct Services

- Public information and education campaigns to inform the public about fares, schedules, routes, special events, lost and found, complaints, passenger ID's and the many benefits of utilizing the public transportation system
- Conduct in-person assessments of AnchorRIDES applicants to determine ability to ride People Mover buses
- Travel training of customers to use People Mover buses
- Program coordination and contract management of complementary paratransit service and other coordinated transportation activities
- Distribution and sales of various public transportation fares

### Accomplishment Goals

- Expand access to People Mover fare sales using new and existing technology.
- Increase the number of agencies participating in coordinated transportation by purchasing AnchorRIDES trips.

### Performance Measures

- Percent of AnchorRIDES trips provided from non-municipal funds including Medicaid, Anchorage School District, Federal Transit Administration grants, and State of Alaska operating budgets and grants.

<b>Measure #3: Percent of AnchorRIDES trips funded by non-MOA sources</b>
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	Total 2016	Total 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Total AnchorRIDES Trips	167,212	147,158	32,972	32,440	29,398	31,229
Trips funded by M.O.A.	106,956	98,628	22,404	21,855	18,172	19,494
% funded by Non-MOA sources (Medicaid Waiver, UPASS, Federal Transit Administration grants, and State of Alaska operating budgets and grants)	36%	33%	32%	33%	38%	38%
Note Reference #	1	1	2			

1: Trips funded by the MOA include ADA, Senior Citizen trips ineligible for the NTS senior grant, and Eagle River Connect. This measure is targeted at operating AnchorRIDES as a brokerage and encouraging other organizations to participate in coordinated efforts including the purchase of trips. Non-MOA trips include Medicaid Waiver and SOA Senior NTS grant. (excludes Personal Care Attendants)

2. Previous figure did not exclude Medicaid Waiver trips from the amount of M.O.A. funded trips.

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**Marketing/Share-a-Ride Division**  
**Public Transportation Department**

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**\*\*\*\*\*PRIMARILY GRANT FUNDED PROGRAMS\*\*\*\*\***

**Purpose**

Provide information about and support of riding various People Mover transportation options including carpooling and vanpooling between Anchorage and the Matanuska-Susitna Borough; improve the economic vitality of Anchorage and the Mat-Su Valley by assisting with workforce delivery with the support of Employer Transportation Coordinators; and improve air quality by promoting alternatives to driving alone.

**Direct Services**

- Marketing campaigns
- Program coordination and contract management of vanpool services
- Share-a-Ride carpool matching services
- Contract management of transit advertising

**Accomplishment Goals**

- Increase the number of participants using vanpool services

**Performance Measures**

Progress in achieving goals shall be measured by:

- A 2% increase in number of vanpool participants
- Transit advertising revenue to be \$402,000 annually

<b>Measure #4: Percent change in number of vanpool participants</b>
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	<b>Total 2016</b>	<b>Total 2017</b>	<b>Q1 2018</b>	<b>Q2 2018</b>	<b>Q3 2018</b>	<b>Q4 2018</b>
Vanpool Participants	663	676	680	717	703	701
% change over prior year (same period)	-21%	+1.92%	+1.01%	+10.3%	+4.5%	+3.7%
Note Reference #	1	1				

Comments/Notes:

1. Passenger counts historically drop in the summer months.

<b>Measure #5: Percent change in advertising revenues received by the Municipality</b>
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Description	Total Budgeted	% of Budget Realized	Q1	Q2	Q3	Q4	Total
2018	\$260,000	0%	\$0.00	\$0.00	\$223,757.28	\$44,172.44	\$267,929.72
% change over prior year (same period)			0.00%	-100.00%	44.20%	100.00%	68.49%
2017	\$350,000	52.4%	\$0.00	\$84,591.75	\$98,909.66	\$0.00	\$183,501.41
% change over prior year (same period)			-100.00%	5.77%	-27.24%	-100.00%	-35.7%
2016	\$350,000	81.51%	\$47,309.62	\$80,503.80	\$135,930.76	\$21,559.37	\$285,303.55
% change over prior year (same period)			-27.23%	129.27%	51.04%	-36.42%	27.35%
Note Reference#	1						

Comments/Notes:

1. Total Budgeted for 2016 changed from \$440,000 to \$350,000 as of Q2.

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## Planning and Scheduling Division Public Transportation Department

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### \*\*\*\*\*PRIMARILY GRANT FUNDED PROGRAMS\*\*\*\*\*

#### Purpose

Develop transportation improvement plans and programs by developing innovative programs and improved strategies to reduce bus travel times, and continued support and research of possible solutions to congestion.

#### Direct Services

- Perform passenger surveys and transportation studies as required by granting agencies, local government and other agencies or to assess service needs of the public
- Develop programs, plans and strategies that enhance the quality of public transportation and its benefits to the community
- Coordinate service change activities throughout the department and external agencies

#### Accomplishment Goals

- Provide safe and accessible bus stops
- Ensure effective and efficient bus route planning and scheduling

#### Performance Measures

Progress in achieving goals shall be measured by:

- Percent of bus stops meeting ADA standards
- Percent change in People Mover system productivity (measured by ridership per timetable hour of service)

<b>Measure #6: Percent of bus stops meeting ADA standards.</b>
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	12/31/2015	12/31/2016	12/31/2017	12/31/2018
# of Bus Stops	1076	1078	609	599
# meeting ADA Standards	841	802	505	491
% meeting ADA Standards	78%	74%	83%	82%
Note Reference #		1	2	3

1. Bus stop database is in the process of being updated and verified again. Adjustments will be reported at a later date. Proposed redesign of the transit system can influence % of bus stops meeting ADA standards.
2. Bus stop database is still in the process of being updated and verified for recording of ADA compliance. Implemented system redesign abandoned 469 of the previous 1078 stops, 297 of which were non-compliant, resulting in the increased compliance rate.
3. Bus stop database is still in the process of being updated and verified for recording of ADA compliance. Adjustments made during the 7/2018 service change abandoned 14 of the previous 505 stops.



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**Administration Division**  
**Public Transportation Department**

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**Purpose**

Implement fiscal policies, procedures and practices that are both efficient and effective in the collection and expenditure of public funds, to provide complete accountability of all assets and to maintain the human resource controls and data processing support needed to comply with internal and external requirements.

**Direct Services**

- Preparation and administration of capital and operating budgets and application for and administration of federal and state grants
- Maintenance of current inventories and property records and replacement plans
- Collection and computations of employee time and attendance information for payment of wages to employees of the department
- Development of IT Plan and execution of the plan to provide replacements, upgrades, and new acquisitions of software and hardware
- Collection, accounting and fiscal management of transit revenues
- Support development of fiscal management of service and other contracts

**Accomplishment Goals**

- Install and maintain hardware and application providing automated operating systems to most efficiently and effectively meet the needs of transit customers.

**Performance Measures**

Progress in achieving goals shall be measured by:

- Percentage of time, operating systems are available to transit customers without failure.

***Deleted PM #8: because IT should be tracking it and does not report it.***  
***LW. April 27, '15***



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## Operations & Maintenance Division Public Transportation Department

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### Purpose

Operate and maintain a safe, reliable bus fleet with trained, professional bus operators.

### Direct Services

- Vehicle maintenance for People Mover fleet
- Train, dispatch and manage People Mover Bus Operators
- Safety and security of public transportation employees and customers

### Accomplishment Goals

- Ensure People Mover buses are operated in a safe and reliable manner.
- Ensure People Mover buses are maintained in a safe and reliable condition.

### Performance Measures

Progress in achieving goals shall be measured by:

- Actual miles between major mechanical system failures (when a vehicle cannot complete a scheduled trip)
- Preventable accidents per 100,000 vehicle miles traveled

<b>Measure #9: Actual miles between major mechanical system failures (when a vehicle cannot complete a scheduled trip)</b>
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	2014	2015	2016	2017	2018
Fleet Miles	2,160,336	2,160,517	2,172,970	2,070,871	2,343,197
Safety/Major Mechanical	172	336	417	237	65
Miles between	12,560	6,430	5,211	8,738	36,049

Major mechanical failures are computed during preparation of the annual NTD report and will be available by the 2<sup>nd</sup> quarter of the following calendar year.

<b>Measure #10: Preventable accidents per 100,000 vehicle miles traveled.</b>
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	Total 2016	Total 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Fleet Miles	2,172,970	2,070,871	468,132	488,688	588,535	557,866
Preventable Accidents	18	32	3	5	3	4
Preventable Accidents per 100,000 miles	0.37	1.55	0.64	1.02	0.51	0.72
Note Reference #						

## PVR Measure WC: Managing Workers' Compensation Claims

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

